

**ATTACHMENT I**

**INCENTIVE FEE PLAN AND INCENTIVE FEE**

**FOR**

**HEADQUARTERS INFORMATION TECHNOLOGY**

**SUPPORT SERVICES (HITSS) III**

**NNH17579608R**

**FEBRUARY 2017**

## I. INTRODUCTION

This Incentive Fee Plan reflects the agreement between the Government and the Contractor regarding incentive fees available under the contract. It explains the applicability and operation of incentive fee clauses contained elsewhere in the contract. This plan addresses only the negotiated incentive fees. It does not apply to tasks ordered under the contract on a cost-plus-fixed-fee basis (CPFF) under the Indefinite Delivery Indefinite Quantity (IDIQ) provisions.

## II. BACKGROUND

This contract includes a cost-plus-incentive-fee (CPIF) core requirement for information technology support services for the Information Technology and Communications Division. In addition, some IDIQ tasks may be ordered on a CPIF basis. Under the core requirement and CPIF task orders, there are incentive fees for technical performance and cost. The operation of these incentives is detailed in this plan.

## III. INCENTIVE FEES

Contract Clause B.2, Estimated Cost and Incentive Fee (Core), provides the estimated cost and incentive fee applicable to the core requirement of this contract as follows: Target Cost, Target Fee, Total Target Cost and Fee, Minimum Fee and Maximum Fee.

Contract Clause B.2, Estimated Cost and Incentive Fee (IDIQ), provides the estimated cost and incentive fee applicable to any tasks awarded as CPIF tasks under this contract as follows: Target Cost, Target Fee, Total Target Cost and Fee, Minimum Fee and Maximum Fee.

In accordance with Clauses B.8, Incentive Fee Pools (Core), the incentive fees negotiated under the contract are divided between the technical and cost incentive fee pools as follows: technical performance 60% and cost performance 40%. The amount of the incentive fee the Contractor earns depends on performance in each of the incentive fee areas being measured. Technical performance incentive fee is earned based solely on technical performance. Cost performance incentive fee is earned based on cost performance.

The two incentive fee pools are separate and distinct, and the fee earned from each is determined separately based on different performance parameters. The two incentive fee pools are discussed individually in the following sections.

### A. Technical Performance Incentive Fee

The Government and the Contractor agree that:

1. During each evaluation period, the Contractor may earn technical performance incentive fee for the core requirement based on the performance level achieved for each performance requirement identified in the tables in Section III.A.4.
2. During each evaluation period, the Contractor may earn technical performance incentive fee for CPIF tasks awarded under the IDIQ provisions of the contract, based on the performance levels established in the task order. Each CPIF task order will have its own set of performance standards and weightings, including method of calculation of the incentive fees.
3. The evaluation periods for which technical incentive fee is available is in accordance with the chart below for the entire period of performance, which includes a 1-year base and four 1-year options.

**AVAILABLE TECHNICAL INCENTIVE FEE  
FOR EACH PERIOD**

Contract Period	Incentive Fee Period	Start Date - End Date	Technical Incentive Fee	Fee		
				Min	Target	Max
Base	1	Contract Start Date plus 6 months	\$TBD*	TBP**	TBP	TBP
Base	2	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 1	3	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 1	4	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 2	5	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 2	6	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 3	7	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 3	8	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 4	9	6-month period thereafter	\$TBD	TBP	TBP	TBP
Option 4	10	6-month period thereafter	\$TBD	TBP	TBP	TBP
	Total		\$TBD	TBP	TBP	TBP

\*TBD: To Be Determined, based on the negotiated fees and phasing.

\*\*TBP: To Be Proposed.

4. Each required service (and associated performance requirement) shall be evaluated by the Government using the Incentive Fee Quality Assurance Plan Appendix 1, which provides details as to how samples are selected and evaluated. Each required service is weighted so that 100% of the evaluation for technical performance (and resulting technical performance incentive fee) will be derived from the performance requirements in this document.
  - a. For Incentive Period 1, the technical performance incentives will be based on selected metrics from Technical Preparedness, Service Operational Readiness, Program and Project Management Readiness, Risk Management, Integration Readiness, and Transition Readiness.

- b. For Incentive Periods 2 through 10, the technical performance incentive fee pool shall be apportioned (weighted) between the technical performance categories as listed below.

Performance Category	Number of Performance Requirements	Incentive Fee (IF)
Program Management and Project Management	3	15%
Customer Relationship Management	1	15%
Configuration Management	1	4%
Applications Development and Information Management	3	11%
Emerging Technology	1	5%
NASA Headquarters Data Center and Cloud Services	2	15%
Systems Engineering and Integration	1	5%
IT Security	3	25%
COMSEC	1	5%
<b>Total</b>		<b>100%</b>

Specific details concerning each performance requirement are contained in Section III.A.4.

5. The technical performance requirements for the core requirement are identified in the following tables.

#### Incentive Period 1: Transition and Stabilization

IF Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee (IF)
T&S-1	3.0	Completion of Actions from Transition Readiness Review (TRR)	Outstanding actions from the TRR shall be completed within the required time period.	Maximum Fee	96% - 100% of the actions are completed by the due date.	15%
				Target Fee	90% - 95% of the actions are completed by the due date.	
				Minimum Fee	Less than 90% of the actions are completed by the due date.	
T&S-2	3.0	Completion of Actions from Integration Readiness Review (IRR)	Outstanding actions from IRR shall be completed within the required time period	Maximum Fee	96% - 100% of the actions are completed by the due date.	5%
				Target Fee	90% - 95% of the actions are completed by the due date	
				Minimum Fee	86% - 89% of the actions are completed by the due date.	

T&S-3	3.0	Content of Plans, Reports, and Deliverables for Technical Preparedness	Technical preparedness plans, reports, and deliverables will be evaluated based on requirements in the PWS.	Maximum Fee	93%-100% of the required elements in each plan/report/deliverable are completed and approved.	10%
				Target Fee	86%-92% of the required elements in each plan/report/deliverable are completed and approved.	
				Minimum Fee	Less than 86% of the required elements in each plan/report/deliverable are completed and approved.	
T&S-4	3.0	Content of Plans, Reports, and Deliverables for Service Operational Readiness	Service Operational Readiness plans, reports, and deliverables will be evaluated based on requirements in the PWS.	Maximum Fee	93%-100% of the required elements in each plan/report/deliverable are completed and approved.	10%
				Target Fee	86%-92% of the required elements in each plan/report/deliverable are completed and approved.	
				Minimum Fee	Less than 86% of the required elements in each plan/report/deliverable are completed and approved.	
T&S-5	3.0	Content of Plans, Reports, and Deliverables for Program and Project Management Readiness (PPMR)	Program and Project Management Readiness plans, reports, and deliverables will be evaluated based on requirements in the PWS.	Maximum Fee	93%-100% of the required elements in each plan/report/deliverable are completed and approved.	10%
				Target Fee	86%-92% of the required elements in each plan/report/deliverable are completed and approved.	
				Minimum Fee	Less than 86% of the required elements in each plan/report/deliverable are completed and approved.	
T&S-6	3.0	Completion of Actions for Program Management Readiness Review and Project Management Readiness Review	Outstanding actions from Program Management Readiness Review and Project Management Readiness Review shall be completed within the required time period.	Maximum Fee	96% - 100% of the actions are completed by the due date.	10%
				Target Fee	86%-92% of the actions are completed by the due date.	
				Minimum Fee	Less than 86% of the actions are completed by the due date.	
T&S-7	3.0	Content of Plans, Reports, and Deliverables for Risk Management	Risk Management plans, reports, and deliverables will be evaluated based on requirements in the PWS.	Maximum Fee	93%-100% of the required elements in each plan/report/deliverable are completed and approved.	10%
				Target Fee	82%-92% of the required elements in each plan/report/deliverable are completed and approved.	
				Minimum Fee	Less than 82% of the required elements in each plan/report/deliverable are completed and approved.	
T&S-8	3.0	Completion of Actions for Risk Management Review	Outstanding actions from Risk Management Review	Maximum Fee	96% - 100% of the actions are completed by the due date.	10%
				Target Fee	86%-92% of the actions are completed by the due date.	

				Minimum Fee	Less than 86% of the actions are completed by the due date.	
T&S-9	3.0	Content of Plans, Reports, and Deliverables for Integration Readiness Review	Integration Readiness Review plans, reports, and deliverables will be evaluated based on requirements in the PWS.	Maximum Fee	93%-100% of the required elements in each plan/report/deliverable are completed and approved.	10%
				Target Fee	82%-92% of the required elements in each plan/report/deliverable are completed and approved.	
				Minimum Fee	Less than 82% of the required elements in each plan/report/deliverable are completed and approved.	
T&S-10	3.0	Stakeholder Satisfaction with Transition and Stabilization	Ratings from transition stakeholders shall be no less than a "4" on a scale of 1-5, with "5" being the highest.	Maximum Fee	91% - 100% meet the criteria.	10%
				Target Fee	85% - 90% meet the criteria.	
				Minimum Fee	Less than 85% meet the criteria.	
						100%

**Incentive Periods 2 - 10: Contract Operations**

<b>Program Management</b>						
<b>IF Metric #</b>	<b>PWS Section</b>	<b>Required Service</b>	<b>Performance Requirement</b>	<b>Fee Amount</b>	<b>Performance Level</b>	<b>Incentive Fee (IF)</b>
1	2.2.2.2	Financial and Resource Reporting	<p>All objectives and requirements for financial reporting are met. Financial and resource data is captured at the levels required. The following levels will be evaluated for incentive fee:</p> <ul style="list-style-type: none"> <li>•Contract Level Report</li> <li>•Program Level Report</li> <li>•Project Level Report</li> </ul>	Maximum Fee	98%-100% of financial data is accurate at the level of reporting required.	10%
				Target Fee	95%-97% of financial data is accurate at the level of reporting required.	
				Minimum Fee	Less than 95% of financial data is accurate at the level of reporting required.	
2	2.3.2, 2.3.3	Adherence to Service Request and Project Schedules	For all Work Requests/Service Requests and Projects completed during the evaluation period, all end dates shall be met in accordance with the baseline schedule completion date.	Maximum Fee	99% - 100% meet the criteria.	5%
				Target Fee	96% - 98% meet the criteria.	
				Minimum Fee	Less than 96% meet the criteria.	

Program-Wide Services						
IF Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee (IF)
3	22 (and subsections)	Configuration Management	Management of Configuration Items and Configuration Management Data	Maximum Fee	Audits of configuration items, configuration management data, and compliance with CM standards and governance have 0 corrective actions for the contractor to mitigate/correct.	5%
				Target Fee	Audits of configuration items, configuration management data, and compliance with CM standards and governance have 1 corrective action for the contractor to mitigate/correct.	
				Minimum Fee	Audits of configuration items, configuration management data, and compliance with CM standards and governance have more than 1 corrective actions for the contractor to mitigate/correct.	
4	26	Application & Website Development Services and Web Services	Functional Quality (SLA 26-0-2), process quality (SLA 26-0-3), and technical quality (SLA 26-0-4) of Application & Website Development Services and Web Services	Maximum Fee	Meet SLAs more than 99% of the time.	10%
				Target Fee	Meet SLAs 98% - 99% of the time.	
				Minimum Fee	Meet SLAs less than 98% of the time.	
5	26	Post Release Defects	All application version releases shall be error free and not require post-release bug fixes.	Maximum Fee	More than 98% are error free	10%
				Target Fee	98 % are error free	
				Minimum Fee	Less than 98% are error free	
6	26	Application, Website, Web Service, and IT System Inventory	Maintenance of the application, website, web service, and IT system inventory in accordance to PWS requirements, SLAs, and metrics.	Maximum Fee	Meets SLAs, metrics, and requirements more than 98% of the time	7%
				Target Fee	Meets SLAs, metrics, and requirements 98% of the time	
				Minimum Fee	Meets SLAs, metrics, and requirements less than 98% of the time	

Program-Wide Services						
IF Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee (IF)
7	28	Emerging Technology	Emerging Technology Research and Trending in accordance to PWS requirements, deliverables, and governance	Maximum Fee	More than 10 new technologies, innovations, and/or techniques are identified, evaluated/tested, piloted and/or implemented each month.	5%
				Target Fee	10 new technologies, innovations, and/or techniques are identified, evaluated/tested, piloted and/or implemented each month.	
				Minimum Fee	Less than 10 new technologies, innovations, and/or techniques are identified, evaluated/tested, piloted and/or implemented each month.	
8	11	Customer Satisfaction Surveys	Customer surveys shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.	Maximum Fee	98%-100% meet the criteria.	10%
				Target Fee	95%-97% meet the criteria.	
				Minimum Fee	Less than 95% meet the criteria.	
9	39.2	Compliance with Patch Management Plan	Compliance with Patch Management Plan. Data center servers shall be patched in accordance with the approved patch management plan and schedule. (Metric 39-2-1 in PWS)	Maximum Fee	99% - 100% meet the criteria.	8%
				Target Fee	95% - 98% meet the criteria.	
				Minimum Fee	Less than 95% meet the criteria.	

Program-Wide Services						
IF Metric #	PWS Section	Required Service	Performance Requirement	Fee Amount	Performance Level	Incentive Fee (IF)
10	36	Systems and Applications Availability	Systems and Applications Availability	Maximum Fee	More than 99.95% availability	10%
				Target Fee	98% -99.95% availability	
				Minimum Fee	Less than 98% availability	
11	44.1	Vulnerability Mitigation	All system vulnerabilities shall be mitigated within the specified times, based on the assessed severity.	Maximum Fee	98% - 100% meet the criteria.	10%
				Target Fee	95% - 97% meet the criteria.	
				Minimum Fee	92% - 94% meet the criteria.	
12	44.4	Incident Management	All IMS tickets assigned to the organization shall be acknowledged and work begun within the required time.	Maximum Fee	98% - 100% meet the criteria.	5%
				Target Fee	95% - 97% meet the criteria.	
				Minimum Fee	92% - 94% meet the criteria	
13	47	COMSEC Inventory	All COMSEC equipment, material, and transaction records shall be accurate and no COMSEC violations within the control and responsibility of the contractor shall occur.	Maximum Fee	100% meet the criteria.	5%
				Target Fee	99% meet the criteria	
				Minimum Fee	98% meet the criteria.	
						<b>100%</b>

6. For each performance requirement, a comparison of the performance level achieved and the performance level associated with each fee amount

(maximum fee, target fee, or minimum fee) will be made to determine the appropriate fee amount. Additionally, the performance level achieved will be rounded down, if required, when making the comparison. For example, a performance level achieved of 98.7% would be rounded down to 98% and not rounded up to 99%. The only exception is for Metric #12, Systems and Applications Availability. For that metric, the calculation will be performed to two decimal places and the metric will be determined according to the performance levels listed.

7. The required services, performance requirements, performance levels and incentive fee weights may be adjusted by mutual agreement between the Government and the Contractor. Any adjustments shall be made by a modification to the contract prior to the start of an incentive period.
8. The Contracting Officer's decision as to the amount of technical performance incentive fee earned each evaluation period is a unilateral determination based on the established performance requirements and the performance levels achieved, and may be subject to the Disputes clause. All technical performance incentive fee payments for each evaluation period shall be final.

#### B. Cost Performance Incentive Fee

The Government and the Contractor agree that:

1. Cost performance incentive fee payable shall be determined based on the final total allowable cost at the completion of the contract compared against the target cost in accordance with the share ratios and procedures specified in Clauses B.2 and B.3.
2. Target cost and target fee:
  - a. The target cost and target fee specified in this Schedule are subject to adjustment if the contract is modified in accordance with paragraph (d) of Clause B.5 or as specified in each individual task order.
  - b. "Target cost," as used in this contract means the estimated cost of this contract as initially negotiated, adjusted in accordance with paragraph (d) of Clause B.5.
3. The Contractor may bill for provisional payment of cost performance incentive fees in accordance with Clause G.12.

**APPENDIX 1:**  
**INCENTIVE FEE QUALITY ASSURANCE PLAN**

## HEADQUARTERS IT SUPPORT SERVICES (HITSS) CONTRACT INCENTIVE FEE QUALITY ASSURANCE PLAN

This Incentive Fee Quality Assurance Plan (QAP) is developed to provide a disciplined process for evaluating the contractor's performance in order to determine conformity with the performance requirements of the Performance Work Statement. It is designed to aid the performance monitors in providing effective and systematic surveillance of contractor performance, and to provide the contractor with specific details of how the performance requirements will be evaluated. This plan consists of a sampling guide for each performance requirement identifying how and when surveillance will be performed.

The following sections of the sampling guide are explained:

**Method of Surveillance** – Identifies the method to be used for selecting samples (100% Inspection or Random Sample).

When a random sample will be selected, the following general process will be used to choose the samples:

1. The number of transactions (or tickets or other workload indicator) occurring during the time period will be determined and the transactions will be sorted by the initiation date (or other appropriate criteria).
2. The samples will be selected in a manner that ensures they are spread across the entire time period that is sampled (e.g., every fifth ticket will be a part of the sample). The spread between each transaction sampled will vary depending upon the sample size and actual number of transactions occurring during the evaluation period.

**Lot Size** – The estimated workload during a 6-month evaluation period.

**Sample Size** – The number or percentage of items from the lot that will be sampled.

**Performance Requirement** – Identifies the performance standard associated with a work requirement.

**Sampling Procedure** – Describes the procedure to be used in selecting the samples to be inspected, how often samples will be taken, and the relative weight of the samples.

**Inspection Procedure** – Describes what will be inspected and how, and how the metric will be calculated.

**METRIC #T&S-1**  
**Completion of Actions from Transition Readiness Review (TRR)**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 50 open actions from the TRR that will be due for completion during the first six months of the contract. The actions will be documented in a Transition Plan. The associated deliverable with this metric is a plan that states all actions and states status of each action with cross reference to the Integrated Schedule for contract transition.

Transition Requirement Area	Transition Activity	Transition Product
<b>Transition Readiness</b>		
<b>TR Requirement 1</b>	Transition Readiness Review (TRR)	Transition Plan and Integrated Schedule

3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Open actions identified during the TRR shall be completed within the required due date.
5. **Sampling Procedure:** All TRR actions assigned to the contractor that have required completion dates during the first six months of the contract will be included in the sample. All actions will be of equal weight.
6. **Inspection Procedure:** The Government will review a report of closed TRR actions assigned to the contractor on a monthly basis. The actual completion date of all actions completed during the month will be examined to determine if they met the required due date. At the end of the 6-month period, the total number of actions completed by the required due date will be divided by the total number of actions due, then multiplied by 100 to determine the percentage completion.

**METRIC #T&S-2**  
**Completion of Actions from Operational Readiness Review (IRR)**

- 7. Method of Surveillance:** 100% Inspection.
- 8. Lot Size:** Approximately 30 open actions from the IRR that will be due for completion during the first six months of the contract.
- 9. Sample Size:** 100% of lot.
- 10. Performance Requirement:** Open actions identified during the IRR shall be completed within the required due date.
- 11. Sampling Procedure:** All IRR actions assigned to the contractor that have required completion dates during the first six months of the contract will be included in the sample. All actions will be of equal weight.
- 12. Inspection Procedure:** The Government will review a report of closed IRR actions assigned to the contractor on a monthly basis. The actual completion date of all actions completed during the month will be examined to determine if they met the required due date. At the end of the 6-month period, the total number of actions completed by the required due date will be divided by the total number of actions due, then multiplied by 100 to determine the percentage completion.

**METRIC #T&S-3**  
**Content of Plans, Reports, and Deliverables for Technical Preparedness**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 9 deliverables across the 5 Technical Preparedness requirements. (All deliverables are of equal weight). The required deliverables are:

Transition Requirement Area	Transition Activity	Transition Product
<b>Technical Preparedness (TP)</b>		
<b>TP Requirement 1</b>	Technical Readiness Assessment	Technical Readiness Report, Part 1 - Assessment Findings and Mitigation Plan  Technical Readiness Report, Part 2 – Technology Inventory (includes all CI/assets)
<b>TP Requirement 2</b>	Resource Plan and Staffing Activity	Resource Management Plan and Staff Plan (includes all resumes)  Staff plan (includes all resumes)  Organizational CONOPS  Interviews of key and critical personnel/roles
<b>TP Requirement 3</b>	Technical Governance Activity	Technical Governance Stabilization Plan
<b>TP Requirement 4</b>	Technical Roadmap Development	Technical Roadmap (Contract Year 1)
<b>TP Requirement 5</b>	Technical Portfolio Assessment	Technical Readiness Report, Part 3 – Technical Portfolio Assessment, Maintenance Plan, and Recommended Improvements

3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Content specific to the 9 deliverables listed above will address the requirements as outlined in the PWS.

5. **Sampling Procedure:** The 9 deliverables will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.
6. **Inspection Procedure:** The Government will review each of the 9 deliverables submitted during the six month period to determine if the following elements have been addressed:
  - Identifies the goal or goals that are addressed in the deliverable
  - Identifies the required skills needed
  - States assessment findings and analysis results
  - States recommendations for each of the Technical Preparedness Requirement areas.
  - States risks, gaps, deficiencies, and recommended and/or proposed mitigations
  - States that overall implementation can be accomplished within the estimated cost of the contract; or includes an estimated cost and basis of estimate (must provide estimated cost and basis of estimate to successfully meet this element)
  - Discusses points of integration across services, processes, services providers, contracts, etc.
  - Discusses technical preparedness of the contractor required for transition and stabilization of services, technical capabilities, and operations
  - Is delivered and available by the due date

Each deliverable counts towards successfully meeting the metric. The total number of deliverables meeting success criteria and acceptance for completion by the government will be divided by 9, then multiplied by 100, to determine if the overall metric has been met.

**METRIC #T&S-4**  
**Content of Plans, Reports, and Deliverables for Service Operational Readiness**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 9 deliverables across the 5 Service Operational Readiness requirements.  
(All deliverables are of equal weight). The required deliverables are:

Transition Requirement Area	Transition Activity	Transition Product
<b>Service Operational Readiness (SOR)</b>		
<b>SOR Requirement 1</b>	Assessment of Service Operations (each service)	Service Operations Assessment Report
<b>SOR Requirement 2</b>	SLA, OLA, and Performance Review, Findings Determination, and Recommendation (each service)	SLA, OLA, and Performance Measures Inventory (for each service)  Findings Report (for each service)  Recommendation and Proposed Schedule for Implementing Recommendations (for each service)
<b>SOR Requirement 3</b>	ITIL Framework Review and Continuous Service Improvement Recommendation	ITIL Framework Findings Report  Continuous Service Improvement Recommendation and Plan
<b>SOR Requirement 4</b>	Operational Readiness Planning and Management	Operational Readiness Plan  Operational Readiness Report
<b>SOR Requirement 5</b>	MoA Review and Assessment	MoA Review Report and Recommendation

3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Content specific to the 9 deliverables listed above will address the requirements as outlined in the PWS.

5. **Sampling Procedure:** The 9 deliverables will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.
6. **Inspection Procedure:** The Government will review each of the 9 deliverables submitted during the six month period to determine if the following elements have been addressed:
  - Identifies the goal or goals that are addressed in the deliverable
  - Identifies the required skills needed
  - States assessment findings and analysis results
  - States recommendations for each of the Service Operational Readiness Requirement areas.
  - States risks, gaps, deficiencies, and recommended and/or proposed mitigations
  - States that overall implementation can be accomplished within the estimated cost of the contract; or includes an estimated cost and basis of estimate (must provide estimated cost and basis of estimate to successfully meet this element)
  - Discusses points of integration across services, processes, services providers, contracts, etc.
  - Discusses technical, risk, operational, and programmatic preparedness of the contractor required for transition and stabilization of services, technical capabilities, and operations
  - Is delivered and available by the due date

Each deliverable counts towards successfully meeting the metric. The total number of deliverables meeting success criteria and acceptance for completion by the government will be divided by 9, then multiplied by 100, to determine if the overall metric has been met.

**METRIC #T&S-5**  
**Content of Plans, Reports, and Deliverables for Program and Project Management Readiness**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 11 deliverables across the 5 Program and Project Management Readiness requirements. (All deliverables are of equal weight). The required deliverables are:

<b>Transition Requirement Area</b>	<b>Transition Activity</b>	<b>Transition Product</b>
<b>Program and Project Management Readiness (PPMR)</b>		
<b>PPMR Requirement 1</b>	Project Management Readiness Review	Project Management Readiness Report
<b>PPMR Requirement 2</b>	Program Management Readiness Review	Program Management Readiness Report
<b>PPMR Requirement 3</b>	Project Management Tool Inventory and CONOPS Planning	Project Management Tool Inventory Project Management CONOPS
<b>PPMR Requirement 4</b>	Program Management Tool Inventory and CONOPS Planning	Program Management Tool Inventory Program Management CONOPS
<b>PPMR Requirement 5</b>	Task Order Management and Customer Relationship Management	Task Order Management SOP(s) Customer Relationship Management SOP Contract Level Communications Plan Transition Communications Plan Customer Satisfaction Survey and Report

3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Content specific to the 11 deliverables listed above will address the requirements as outlined in the PWS.
5. **Sampling Procedure:** The 11 deliverables will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.
6. **Inspection Procedure:** The Government will review each of the 11 deliverables submitted during the six month period to determine if the following elements have been addressed:
  - Identifies the goal or goals that are addressed in the deliverable
  - Identifies the required skills needed
  - States assessment findings and analysis results
  - States recommendations for each of the Program and Project Management Readiness Requirement areas.
  - States risks, gaps, deficiencies, and recommended and/or proposed mitigations
  - States that overall implementation can be accomplished within the estimated cost of the contract; or includes an estimated cost and basis of estimate (must provide estimated cost and basis of estimate to successfully meet this element)
  - Discusses points of integration across services, processes, services providers, contracts, etc.
  - Discusses program and project management preparedness of the contractor required for transition and stabilization of services, technical capabilities, and operations
  - Is delivered and available by the due date

Each deliverable counts towards successfully meeting the metric. The total number of deliverables meeting success criteria and acceptance for completion by the government will be divided by 11, then multiplied by 100, to determine if the overall metric has been met.

**METRIC #T&S-6**  
**Completion of Actions from Program and Project Readiness Review (PPMRR)**

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 30 open actions from the PPMRR that will be due for completion during the first six months of the contract.
- 3. Sample Size:** 100% of lot.
- 4. Performance Requirement:** Open actions identified during the PPMRR shall be completed within the required due date.
- 5. Sampling Procedure:** All PPMRR actions assigned to the contractor that have required completion dates during the first six months of the contract will be included in the sample. All actions will be of equal weight.
- 6. Inspection Procedure:** The Government will review a report of closed PPMRR actions assigned to the contractor on a monthly basis. The actual completion date of all actions completed during the month will be examined to determine if they met the required due date. At the end of the 6-month period, the total number of actions completed by the required due date will be divided by the total number of actions due, then multiplied by 100 to determine the percentage completion.

**METRIC #T&S-7****Content of Plans, Reports, and Deliverables for Risk Management Readiness**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 6 deliverables across the 5 Risk Management Readiness requirements. (All deliverables are of equal weight). The required deliverables are:

Transition Requirement Area	Transition Activity	Transition Product
<b>Risk Management (RM)</b>		
<b>RM Requirement 1</b>	Risk Management Planning	Risk Management Plan
<b>RM Requirement 2</b>	Risk Management Tool Inventory	Risk Management Tool Inventory
<b>RM Requirement 3</b>	Risk Management Framework	Risk Management Framework
<b>RM Requirement 4</b>	Risk Management Readiness Review	Risk Management Readiness Report (transition readiness)
<b>RM Requirement 5</b>	Risk Management Reporting	Risk Management Report (contract level)  Risk Management Report and Mitigation Plan (for each service)

3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Content specific to the 6 deliverables listed above will address the requirements as outlined in the PWS.
5. **Sampling Procedure:** The 6 deliverables will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.
6. **Inspection Procedure:** The Government will review each of the 6 deliverables submitted during the six month period to determine if the following elements have been addressed:
  - Identifies the goal or goals that are addressed in the deliverable
  - Identifies the required skills needed
  - States assessment findings and analysis results

- States recommendations for each of the Risk Management Readiness Requirement areas.
- States risks, gaps, deficiencies, and recommended and/or proposed mitigations
- States that overall implementation can be accomplished within the estimated cost of the contract; or includes an estimated cost and basis of estimate (must provide estimated cost and basis of estimate to successfully meet this element)
- Discusses points of integration across services, processes, services providers, contracts, etc.
- Discusses risk management preparedness of the contractor required for transition and stabilization of services, technical capabilities, and operations
- Is delivered and available by the due date

Each deliverable counts towards successfully meeting the metric. The total number of deliverables meeting success criteria and acceptance for completion by the government will be divided by 6, then multiplied by 100, to determine if the overall metric has been met.

**METRIC #T&S-8**  
**Completion of Actions from Risk Management Readiness Review (RMRR)**

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 30 open actions from the RMRR that will be due for completion during the first six months of the contract.
- 3. Sample Size:** 100% of lot.
- 4. Performance Requirement:** Open actions identified during the RMRR shall be completed within the required due date.
- 5. Sampling Procedure:** All RMRR actions assigned to the contractor that have required completion dates during the first six months of the contract will be included in the sample. All actions will be of equal weight.
- 6. Inspection Procedure:** The Government will review a report of closed RMRR actions assigned to the contractor on a monthly basis. The actual completion date of all actions completed during the month will be examined to determine if they met the required due date. At the end of the 6-month period, the total number of actions completed by the required due date will be divided by the total number of actions due, then multiplied by 100 to determine the percentage completion.

**METRIC #T&S-9**  
**Content of Plans, Reports, and Deliverables for Integration Readiness**

7. **Method of Surveillance:** 100% Inspection.
8. **Lot Size:** 6 deliverables across the 5 Integration Readiness requirements. (All deliverables are of equal weight). The required deliverables are:

Transition Requirement Area	Transition Activity	Transition Product
<b>Integration Readiness (IR)</b>		
<b>IR Requirement 1</b>	OCA and OCI Preparation	OCI OCA
<b>IR Requirement 2</b>	Service and Program Integration Assessment and Planning	Service Integration Assessment and Plan Program Integration Assessment and Plan
<b>IR Requirement 3</b>	Technology Integration Assessment	Technology Integration Assessment Report (what technology and tools should be integrated for service operations and reporting)
<b>IR Requirement 4</b>	Data Model and Data Architecture Assessment and Improvement Plan	Data Model and Data Architecture Review and Findings Report Data Model and Data Architecture Improvement Plan
<b>IR Requirement 5</b>	Integration Readiness Review	Integration Readiness Report

9. **Sample Size:** 100% of lot.
10. **Performance Requirement:** Content specific to the 8 deliverables listed above will address the requirements as outlined in the PWS.
11. **Sampling Procedure:** The 8 deliverables will be uploaded to the Contract Management portal or applicable document repository for review by ITCD.

12. **Inspection Procedure:** The Government will review each of the 8 deliverables submitted during the six month period to determine if the following elements have been addressed:

- Identifies the goal or goals that are addressed in the deliverable
- Identifies the required skills needed
- States assessment findings and analysis results
- States recommendations for each of the Integration Readiness Requirement areas.
- States risks, gaps, deficiencies, and recommended and/or proposed mitigations
- States that overall implementation can be accomplished within the estimated cost of the contract; or includes an estimated cost and basis of estimate (must provide estimated cost and basis of estimate to successfully meet this element)
- Discusses points of integration across services, processes, services providers, contracts, etc.
- Discusses integration requirements and preparedness of the contractor required for transition and stabilization of services, technical capabilities, and operations
- Is delivered and available by the due date

Each deliverable counts towards successfully meeting the metric. The total number of deliverables meeting success criteria and acceptance for completion by the government will be divided by 6, then multiplied by 100, to determine if the overall metric has been met.

**METRIC #T&S-10**  
**Stakeholder Satisfaction with Transition and Stabilization**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 50 customer surveys.
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Surveys submitted by transition stakeholders shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.
5. **Sampling Procedure:** Surveys will be sent to all transition stakeholders, which include task monitors on the core requirement and task owners of all tasks issued during the first six months of the contract. Surveys will also be sent to all managers in the IT and Communications Division. All surveys returned from transition stakeholders will be included in the sample. All surveys will be of equal weight.
6. **Inspection Procedure:** The Government will review the survey responses and will count the number of surveys that include an Overall Rating of at least "4". (Although surveys may consist of ratings for more than one element of performance, the only rating that will be used to determine this metric is the "Overall Rating".) Surveys meeting the metric will be divided by the total number of surveys received, then multiplied by 100, to determine if the metric was met.

**PROGRAM MANAGEMENT (PWS SECTION 2.0)**  
**METRIC #1**  
**Financial and Resource Reporting**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 4 reports containing specific elements (1 report (contract level report) containing 2 elements across all task orders, 2 reports (program, and service level reports) containing 12 required elements; 1 report (project level report) containing 10 elements). Each report will be of equal weight (1/3 of metric) for incentive fee evaluation. The required reports included in this metric are listed below. The following levels will be evaluated for incentive fee:
  - a. **Contract Level Report (All task orders)**
    1. CORE Invoice
    2. CORE 533 Report
    3. IDIQ Invoices
    4. IDIQ 533 reports
  - b. **Program Level Report (Totals for each major PWS section)**
    1. Planned costs
    2. actual costs
    3. planned labor categories
    4. actual labor categories
    5. actual hours
    6. planned hours
    7. cost variance
    8. hour variances
    9. labor category variance
    10. cost forecast
    11. hours forecast
    12. labor category forecast
  - c. **Service Level Report (Totals of each element listed below by each service supported on the contract)**
    1. Planned costs
    2. actual costs
    3. planned labor categories
    4. actual labor categories
    5. actual hours
    6. planned hours
    7. cost variance
    8. hour variances
    9. labor category variance

10. cost forecast
  11. hours forecast
  12. labor category forecast
  - d. **Project Level Report (for each project in the reporting period)**
    1. Planned costs
    2. actual costs
    3. actual hours
    4. planned hours
    5. planned schedule
    6. actual schedule
    7. cost variance
    8. hour variances
    9. schedule variance
    10. earned value
3. **Sample Size:** 100% of lot.
  4. **Performance Requirement:** All reports containing the required reporting elements are accurate and meet the requirements as described in the PWS.
  5. **Sampling Procedure:** The reports will be uploaded to the Contract Management portal (or applicable document repository) and related data will be stored in a NASA financial reporting system for review by ITCD.
  6. **Inspection Procedure:** The Government will review each of the four reports submitted during the six month period to determine if the following elements have been addressed with accuracy:
    - For the Contract Level Report, the Government will review each of the invoices and 533 reports each month for accuracy.
    - For the Program Level Report, the Government will review each of the 12 report elements for consistency with PWS requirements as well as accuracy against labor categories, costs, and hours proposed (for each major PWS section) by the contractor during the contractor's proposal and final numbers at contract award OR based on adjusted baseline per approved revisions to staffing/labor categories, hours, and costs due to changes in PWS section requirements.
    - For the Service Level Report, the Government will review each of the 12 report elements for consistency with PWS requirements as well as accuracy against labor categories, costs, and hours proposed by the contractor during contractor's proposal and final numbers at contract award OR based on adjusted baseline per approved revisions to staffing/labor categories, hours, and costs due to changes in service requirements.
    - For the Project Level Report, the Government will review each of the 10 report elements for consistency with PWS requirements as well as project management plans, estimates, and schedules.

Each report counts (1/3) as successfully meeting the metric. The metric will be calculated as follows:

For Contract level reporting, each of the 4 elements will count equally. 1 point will be given to each element for which PWS requirements are met and for which there is accuracy in the data.

**Contract Level Report % = [(total number of elements meeting PWS requirements and accuracy) /4] \* 1/4**

For Program level reporting, each of the 12 elements will count equally. 1 point will be given to each element for which PWS requirements are met and for which there is accuracy in the data.

**Program Level Report % = [(total number of elements meeting PWS requirements and accuracy) /12] \* 1/4**

For Service level reporting, each of the 12 elements will count equally. 1 point will be given to each element for which PWS requirements are met and for which there is accuracy in the data.

**Service Level Report % = [(total number of elements meeting PWS requirements and accuracy) /12] \* 1/4**

For Project level reporting, each of the 10 elements will count equally. 1 point will be given to each element for which PWS requirements are met and for which there is accuracy in the data based on project management plans, estimates, and schedules.

**Project Level Report % = [(total number of elements meeting PWS requirements and accuracy based on project management plans, estimates, and schedules) /10] \* 1/4**

To determine if the metric is met:

**Total metric % = Contract Level Report % + Program Level Report % + Service Level Report % + Project Level Report %**

**PROGRAM MANAGEMENT (PWS SECTION 2.0)****METRIC #2****Adherence to Service/Work Request Schedules**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 125 Service/Work Requests per month or approximately 750 Service Requests per 6-month period.
3. **Sample Size:** 100% of all Service/Work Requests with scheduled completion dates within the 6 month period of performance.
4. **Performance Requirement:** All Service/Work Requests with completion dates that fall within the 6 month review period shall be completed by the scheduled completion date.
5. **Sampling Procedure:** The HQ ITCD Service/Work Request Intake management system shall be used to identify the service/work requests with scheduled completion dates that fall within the period. All service/work requests will be of equal weight.
6. **Inspection Procedure:**
  - a. At the end of the 6-month period, the Government will access the service/work request intake management system.
  - b. The Government will compare the service/work request scheduled completion dates with actual completion dates. If there are interim completion dates or milestones associated with a service/work request, only the final date will be used to determine if the metric was met.
  - c. The total number of service/work request with actual completion dates by the scheduled dates shall be divided by the total number with scheduled completion dates within the 6 month period.
  - d. Service/work requests that received Government approval to extend the scheduled completion date beyond that period shall not be included in this calculation.

**PROGRAM-WIDE SERVICES (PWS SECTION 22.0)**  
**METRIC #3**  
**Configuration Management**  
**Management of Configuration Items and Configuration Management Data**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 100 configuration items. The following types of configuration items will be reviewed:
  - 25 - SOPs and Process Documents
  - 25 – Applications (Inventory Attribute Data (in the HQ ITCD application portfolio/application inventory repository for each application)
  - 25 – Applications (Information STRAW, APAT, or other agency repository for each application)
  - 5 – VM specifications
  - 25 – Service Level Configuration Items
3. **Sample Size:** 100%.
4. **Performance Requirement:** For each type of configuration item, Metric 22-1-1 and SLA 22-1-1 will be met.
5. **Sampling Procedure:** The Government will randomly select 25 SOPs and process documents, inventory attribute data for 25 applications in the HQ ITCD application portfolio/inventory, attribute data for 25 applications in the agency repository of applications for 25 applications, 5 VM specifications, and 25 configuration items (across 5 service areas). The Government will review the configuration items for accuracy of information and attribute data.
6. **Inspection Procedure:**

For SOPs and Process Documents:

The accuracy of SOPs and Process documents will be assessed by the Government.

Accuracy of information, configuration item state, and configuration item status will be reviewed by the Government to determine if metric 22-1-1 and SLA 22-1-1 are met.

Each SOP and process document will have equal weight. The percentage of SOPs and processes meeting the metric and SLA is calculated as follows:

**SOP and Process Accuracy % = [(total number of SOPs and processes meeting PWS requirements and accuracy) /25] \* 1/5**

For Application Inventory Attribute Data in the HQ ITCD application portfolio/application inventory repository, the accuracy of attribute data will be assessed by the Government. Examples of attribute data reviewed by the Government are:

application acronym, application owner, application owner organization, authentication method, hosting facility/location, programming language(s), version of programming languages, etc.

**HQ ITCD Application Inventory Accuracy % = [(total number of applications with complete and accurate records) /25] \* 1/5**

For Application Inventory Attribute Data in the agency application portfolio/application inventory repository (STRAW, APAT, or other approved repository), the accuracy of attribute data will be assessed by the Government. Examples of attribute data reviewed by the Government are: application acronym, application owner, application owner organization, authentication method, hosting facility/location, programming language(s), version of programming languages, etc.

**Agency HQ Application Inventory Accuracy % = [(total number of applications with complete and accurate records) /25] \* 1/5**

For VM Specifications, the Government will review specifications under configuration management that are in approved and deployed status. The specifications will be reviewed against VM configurations in the HQ ITCD data center and cloud environment. Specification documents with approved and deployed status must reflect configurations deployed in the data center and cloud environment.

**VM Specifications Accuracy % = [(total number of specifications with completely accurate information)/5]\*1/5**

For Service Level Configuration Items:

The accuracy of 5 configuration items will be assessed for 5 service areas by the Government. Accuracy of information, configuration item state, and configuration item status will be reviewed by the Government to determine if metric 22-1-1 and SLA 22-1-1 are met. Each configuration item will have equal weight. The percentage of configuration items meeting the metric and SLA is calculated as follows:

**Service Level Configuration Item Accuracy % = [(total number of service level configuration item meeting metric, SLA, PWS requirements and accuracy) /25] \* 1/5**

To determine the total percentage of incentive fee metric accomplished,

**Total metric % = SOP and Process Accuracy % + HQ ITCD Application Inventory Accuracy % + Agency HQ Application Inventory Accuracy % + VM Specifications Accuracy % + Service Level Configuration Item Accuracy %**

**PROGRAM-WIDE SERVICES (PWS SECTION 26.0)****METRIC #4****Application & Website Development Services and Web Services  
Functional Quality (SLA 26-0-2), Process Quality (SLA 26-0-3), and  
Technical Quality (SLA 26-0-4)**

7. **Method of Surveillance:** 100% Inspection.
8. **Lot Size:** Approximately 10 application, website, and/or web service releases monthly or approximately 60 application, website, and/or web service releases per 6-month period.
9. **Sample Size:** 100% of all completed and/or implemented application, website, and/or web service releases within the 6 month period of performance.
10. **Performance Requirement:** All application, website, and/or web services approved for deployment and/or deployed within the six months will meet requirements and SLAs as follows:

Service Level Agreement	Description	SLA
SLA 26-0-2	Functional Quality – Do applications meet functional requirements? <ul style="list-style-type: none"> <li>• Response times by transaction</li> <li>• Number of defects by severity level</li> </ul>	<ul style="list-style-type: none"> <li>• All response time requirements are met 99.95% of the time.</li> <li>• For enhancements, 0% increase in defects</li> <li>• Code delivered with 0 severity level 1 defects</li> </ul>
SLA 26-0-3	Technical Quality and standard adherence – Does the delivered application meet all required specifications? <ul style="list-style-type: none"> <li>• Cyclomatic complexity (CC)</li> <li>• Dead code</li> <li>• Unstructured code</li> <li>• Compliance with Coding Standards</li> </ul>	<ul style="list-style-type: none"> <li>• CC &lt; 10 per module</li> <li>• 0% dead code</li> <li>• &lt;5% unstructured code</li> <li>• 100% compliance, ensured through inspections</li> </ul>
SLA 26-0-4	Process Quality – How well do development processes perform?	<ul style="list-style-type: none"> <li>• Defect removal rates of &gt; 95%</li> </ul>

Service Level Agreement	Description	SLA
	<ul style="list-style-type: none"><li>• Defect removal rate</li><li>• Defect density</li></ul>	<ul style="list-style-type: none"><li>• Defect densities of &lt; 3 per module</li></ul>

11. **Sampling Procedure:** The HQ ITCD code repository, HQ ITCD test management and test result system, and code reviews will be used to identify the application, website, and/or web service releases meeting SLAs 26-0-2, 26-0-3, and 26-0-4. All applications, websites, and/or web services will be of equal weight.

**12. Inspection Procedure:**

- a. Throughout the 6-month period, the Government will access the code repository and the test management/test result system to review code for applications, websites, and/or web services.
- b. The Government will review code in the code repository to determine if SLA 26-0-3 is met.
- c. The Government will review test results in the test management/test results system to determine if SLA 26-0-4 is met.
- d. The Government will review functional and operational requirements as well performance test results and post deployment defects to determine if SLA 26-0-2 is met.
- e. The total number of applications, websites, and/or web services meeting SLAs will be divided by the total number of applications, websites, and/or web services reviewed within the 6 month period.

**PROGRAM-WIDE SERVICES (PWS SECTION 26.0)**  
**METRIC #5**  
**Post Release Defects**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** Approximately 180 releases per 6-month period.
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** All application version releases shall be error free and not require post-release bug fixes.
5. **Sampling Procedure:** Each deployment will be monitored for defects that require bug fixes. All deployments will be of equal weight.
6. **Inspection Procedure:** The Government will review all releases for defects. Releases with no defects will count as a successful releases and will meet the metric. The percentage for the metric shall be calculated as the number of successful releases divided by the total number of releases multiplied by 100.

The percentage for the metric shall then be compared to metric 26-0-1 to determine the level (maximum, target, minimum) of incentive fee awarded.

**PROGRAM-WIDE SERVICES (PWS SECTION 26.0)**  
**METRIC #6**  
**Application, Website, Web Service, and IT System Inventory**

1. **Method of Surveillance:** 100% inspection.
2. **Lot Size:** Complete inventory of applications, websites, web services, and IT systems.
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Maintenance of the application, website, web service, and IT system inventory shall be maintained in accordance to PWS requirements, metrics, and SLAs.
5. **Sampling Procedure:** A quarterly audit will be performed on the application, website, web service, and IT system inventory to assess the accuracy of data against requirements, CM standards/requirements, SLAs, and metrics.
6. **Inspection Procedure:**
  - a. Each application record, website record, web service, and IT system record will be reviewed for accurate information and for compliance with metrics, SLAs, requirements, and CM standards/requirements.
  - b. The results of the audit will be tallied to show the total percentage of all applications, websites, web services, and IT system data for which there is accurate data and for which requirements, CM standards/requirements, SLAs, and metrics are met. The calculation for the incentive fee metric met is the Total applications, websites, web services, and IT systems meeting accuracy, CM standards/requirements, SLAs, requirements, and metrics divided by the total number of applications, websites, web services, and IT systems, multiplied by 100.

**PROGRAM-WIDE SERVICES (PWS SECTION 28.0)****METRIC #7****Emerging Technology  
Research and Trending**

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** 100% of new technologies, innovations, and techniques identified, evaluated/tested, piloted and/or implemented within a 6 month period.
- 3. Sample Size:** 100% of lot.
- 4. Performance Requirement:**  
New technologies, innovations, and techniques are identified, evaluated/tested, piloted, and/or implemented monthly in accordance to requirements, governance, and/or the emerging technology (ET) framework, metrics, and SOPs. In order for technologies, innovations, and techniques
- 5. Sampling Procedure:**  
All new technologies, innovations, and techniques proposed, identified, evaluated/tested, piloted, and/or implemented within the six month period will be evaluated. Technologies, innovations, and techniques identified, evaluated/tested, piloted, and/or implemented in a prior six month period will not be included in the lot.
- 6. Inspection Procedure:**
  - a. Each month, new technologies, innovations, and techniques identified, evaluated/tested, piloted, and/or implemented by the contractor will be reviewed by the Government to determine if metric 28-2-1 is met. In order for new technologies, innovations, and techniques to meet the metric, the following criteria must be met:
    - i. The ET framework, processes, and SOPs shall be executed correctly.
    - ii. The new technologies, innovations, and techniques shall be vetted through the appropriate HQ ITCD governance entities/components.
    - iii. The new technology and innovation shall be traceable to a current or future technology need, gap, risk, or identified deficiency in a technical capability.
    - iv. The new technology, innovation, and technique shall meet current and/or future technical, business, process, and requirements and

shall be traceable to requirements in the HQ ITCD Customer Relationship Management (CRM) system, and/or be traceable to a service enhancement requirement, a product backlog, application backlog, website backlog, web service backlog, and/or IT system backlog.

- v. If at least 10 new technologies, innovations, and/or techniques are identified, evaluated/tested, piloted, and/or implemented for a month (and compliant with the inspection procedure criteria), then metric 28-2-1 is 100% met for that month.
  - vi. If less than 10 new technologies, innovations, and/or techniques are identified, evaluated/tested, piloted, and/or implemented for a month, then percentage of metric 28-2-1 met is calculated as follows:  $[(\text{number of new technologies, innovations, and/or techniques meeting criteria and metric}) / 10] * 100$ .
- b. Repeat 6a for each month in the six month reporting period.
  - c. The percentage of incentive fee metric is calculated as the sum of the monthly percentages. (Example, if 90% of the metric is met on month 1 of the six month period and 100% of the metric is met in months 2 through 6 of the six month period, then the percentage of incentive fee metric met is  $90\% + 100\% + 100\% + 100\% + 100\% + 100\%$  OR 98% which is less than 10 technologies/innovations/techniques monthly. In this example, the minimum fee would be determined.)

**PROGRAM-WIDE SERVICES (PWS SECTION 11.0)**  
**CUSTOMER RELATIONSHIP MANAGEMENT**  
**METRIC #8**  
**Customer Satisfaction Surveys**

1. **Method of Surveillance:** 100% Inspection.
2. **Lot Size:** 100% submitted (All surveys received during each evaluation period- Approximately 125 per month or 750 per review period).
3. **Sample Size:** 100% of lot.
4. **Performance Requirement:** Surveys submitted by customers shall include an Overall Rating of no less than a "4" on a scale of 1-5, with "5" being the highest rating.
5. **Sampling Procedure:** Surveys will be accessed each month for the duration of the evaluation period, and will be reviewed for the Overall Ratings assigned by customers after receipt of IT related services. Surveys starting the first day of each review period through and including the last day of that review period will be included in the sample size. All surveys are of equal weight.
6. **Inspection Procedure:** The Government will review the survey responses and will count the number of surveys that include an Overall Rating of at least "4". (Although surveys may consist of ratings for more than one element of performance, the only rating that will be used to determine this metric is the "Overall Rating".) Surveys meeting the metric will be divided by the total number of surveys received, then multiplied by 100, to determine if the metric was met. Surveys will also be sent to IDIQ customers to capture ratings from IDIQs. These will be included in the overall metric determination.

**PROGRAM-WIDE SERVICES (PWS SECTIONS 36.0 and 39.2)**

**METRIC #9**

**Compliance with Patch Management Schedule**

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 60 Windows Servers and 50 non-Windows servers (Mac, Unix, Linux).
- 3. Sample Size:** 100% of Lot.
- 4. Performance Requirement:** Data Center Servers and Managed Cloud Environment VMs shall be patched in accordance with the approved patch management schedule.
- 5. Sampling Procedure:** Pull reports monthly from the Agency Patch Management System.
- 6. Inspection Procedure:** On a monthly basis review reports from Agency Patch Management System to verify FDCC compliance level. Each server that has been patched within the required schedule counts as meeting the metric for that month. The performance level will be determined by dividing the total number of servers that meet the metric by the total number of servers inspected during the period, multiplied by 100.

**PROGRAM-WIDE SERVICES (PWS SECTION 36.0)**  
**METRIC #10**  
**Systems and Application Availability**

- 1. Method of Surveillance:** 100% Inspection.
- 2. Lot Size:** Approximately 1,000 applications/websites/web services and systems.
- 3. Sample Size:** 100% of Lot.
- 4. Performance Requirement:** Applications/websites/web services and systems (hosted and housed) shall be available (i.e., operational) more than 99.95% at all times. Availability is measured in seconds; the total number of seconds a system is up and running is divided by total number of seconds during the period, then multiplied by 100 to determine the percentage of availability. (See PWS metric 36-0-1.)
- 5. Sampling Procedure:** A monthly automated report from monitoring software (Nagios and SolarWinds) will be reviewed to determine the percentage of time that systems were available. The overall availability calculation from the report (combined availability of all applications/websites/web services and systems) will be recorded each month. All applications/websites/web services and systems will have equal weight.
- 6. Inspection Procedure:** The overall availability calculation from the report (combined availability of all applications/websites/web services and systems), will be recorded each month. The monthly overall availability percentages for the 6-month period will be added and divided by 6 to calculate the average availability for the six month period.

**PROGRAM-WIDE SERVICES (PWS SECTION 44.1)**  
**METRIC #11**  
**IT SECURITY**  
**Vulnerability Mitigation**

1. **Method of Surveillance:** 100% Inspection
2. **Lot Size:** All expedited, critical, high, and moderate vulnerabilities (approximately 100 per 6-month period)
3. **Sample Size:** 100% of lot
4. **Performance Requirement:** All system vulnerabilities shall be addressed within the specified required times in accordance with NPR 2810.1, applicable NASA ITS Handbooks and memoranda, and ITCD's vulnerability management process.
5. **Sampling Procedure:** Each performance period, NASA authoritative data (from ITSEC-EDW, Kace, BigFix, or the current authoritative data source for NASA vulnerability management data) will be examined to determine the total number of vulnerabilities for the period and the total number addressed on time. "Addressed" means that a vulnerability has been 1) successfully patched or otherwise remediated, 2) determined and documented to be a false positive, or 3) risk accepted through the standard ITCD vulnerability management process. All vulnerabilities will have equal weight.
6. **Inspection Procedure:**  
The following items will be checked:
  - a. The Agency's data from ITSEC-EDW, Kace, BigFix or other authoritative data source will be examined to determine if there were any delinquent patching actions.
  - b. For each delinquent item, the applicable monthly vulnerability management report will be consulted to determine if no patch was available, the risk was accepted by the Government, or another Government-approved mitigation was put in place by the action due date. If so, the item will be marked as successfully completed.
  - c. The total number of vulnerabilities patched on time (i.e., successfully addressed) will be divided by the total number of vulnerabilities and multiplied by 100 to yield the completion percentage.

**PROGRAM-WIDE SERVICES (PWS SECTION 44.4)**  
**METRIC #12**  
**IT SECURITY**  
**Incident Response**

1. **Method of Surveillance:** Random Sampling
2. **Lot Size:** Typically within a range of approximately 20 - 200 incidents per organization during a 6-month period.
3. **Sample Size:** 25% - 50% of incidents identified during the performance period.
4. **Performance Requirement:** For all tickets assigned, in the NASA Incident Management System (IMS), to the organization, appropriate action is initiated and documented in IMS within one business day, or within 24 hours for tickets associated with an after-hours call down.
5. **Sampling Procedure:** Each performance period, a random sample will be pulled from all IMS tickets assigned to the organization. If the total number of IMS tickets is 50 or less, every other one (50%) will be examined. If the total number of IMS tickets is greater than 50, every fourth one (25%) will be examined, up to a total number of 50 tickets. All IMS tickets are of equal weight.
6. **Inspection Procedure:**
  - a. For each IMS ticket examined, one or several of the following items will be checked, as required, to determine appropriate response and response time:
    - Each assigned IMS tickets is required to be acknowledged, through a notation in the ticket, by an incident responder from the organization.
    - Appropriate action for each incident must be initiated, and documented in each IMS ticket. Depending on the type of incident, examples of appropriate actions include but are not limited to the following:
      - a. Requesting a network block,
      - b. Requesting the NASA email service to delete email message(s),
      - c. Attempting to contact affected user(s) to determine additional details,
      - d. Etc.
  - If the contractor acknowledged the ticket and initiated appropriate action within one business day, or within 24 hours for tickets associated with an after-hours call down, the item will be recorded as successful. Both elements (when applicable) must have been completed in order for the item to be considered successful.
  - b. The total number of successful items determined in step a divided by the total number of items examined and multiplied by 100 will yield the completion percentage.

**PROGRAM-WIDE SERVICES (PWS SECTION 47.0)**  
**METRIC #13**  
**COMSEC Inventory**

1. **Method of Surveillance:** 100% Inspection
2. **Lot Size:** All COMSEC equipment, material and transaction records (approximately 10 - 20 transactions per 6-month period) and all COMSEC incident reports, if applicable.
3. **Sample Size:** 100% of lot
4. **Performance Requirement:** All COMSEC inventory records shall be shown to be accurate during COMSEC inspections, audits and inventories. No COMSEC violations shall occur.
5. **Sampling Procedure:** Each performance period, records of all COMSEC inspections, audits and inventories that were completed during the performance period will be examined to determine if any discrepancies were identified. All COMSEC incident reports created during the performance period will be examined to determine if any COMSEC violations occurred.
6. **Inspection Procedure:**  
The following items will be checked:
  - a. The records of all COMSEC inspections, audits and inventories will be examined to determine if there were any discrepancies identified in COMSEC transactions or inventory. If no discrepancies were identified, this item will be marked as successful.
  - b. All COMSEC incident reports will be examine to determine if any of the incidents were associated with COMSEC violations. If no COMSEC violations were identified, this item will be marked as successful.
  - c. Both elements (a. and b.) must be successful for an incentive fee to be awarded.